



IP Telephony

Contact Centers

Mobility

Services

FACT SHEET

# Personal Productivity Applications

## PC-based Tools for Communications

### Overview

Avaya IP Office personal productivity solutions provide visual and point-and-click access to call functions. Personal productivity applications available with IP Office include SoftConsole, Phone Manager and Phone Manager PC Softphone.



### Capabilities

**SoftConsole**—SoftConsole is the PC-based operator console that provides a visible display of call information and PC-based call handling. SoftConsole enables phone operators/receptionists to answer, route and manage incoming calls from the screen of their PCs. It also provides login options for back-up operator PCs. SoftConsole users can simultaneously view caller information, directory information (for point-and-click routing), held calls and company-wide phone status.

**Phone Manager**—The Phone Manager application offers control of the telephone from the user's PC. Phone Manager is available in three versions: Phone Manager Lite, Phone Manager Pro and Phone Manager PC Softphone (VoIP mode).

**Phone Manager Lite** is a free IP Office application that allows all employees visual access to features and capabilities, including setting up/holding conference calls. Phone Manager Lite works with affordable analog and entry-level digital or IP phones—while still offering advanced telephone functionality via a networked desktop PC.

**Phone Manager Pro** builds upon Phone Manager Lite by offering additional features, including integration with contact management packages for screen popping, voicemail control with VoiceMail Pro, and personal phone number directory.

**Phone Manager PC Softphone** offers the same GUI interface as Phone Manager Pro. The difference is that no phone terminal is needed—conversation actually takes place via the user's PC. (The physical setup must include a headset/microphone connected to the PC's soundcard or USB port.) Phone Manager PC Softphone offers a significant advantage for mobile users with remote access to the LAN—who can use a “phone within their laptop” with all the features available as in the office.

### Primary Benefits

- Simple point and click access to commonly used communications features
- Enhances productivity
- Supports more effective call handling—increasing customer satisfaction
- Save money—combine Phone Manager applications with entry-level phones
- PC Softphone supports mobile, traveling workers. Lowers long-distance costs. Makes it easier for travelers to stay in touch with co-workers and customers

#### Avaya Advantage

##### Try + Buy

Try any IP Office productivity application for free for 45 days.

## Personal Productivity Options

	Phone Manager Lite and Phone Manager Pro	Phone Manager PC Softphone	SoftConsole
<b>Format</b>	CD-ROM	CD-ROM	CD-ROM
<b>System Requirements</b>	<ul style="list-style-type: none"> <li>Any IP Office platform (Phone Manager Lite provided free of charge)</li> </ul>	<ul style="list-style-type: none"> <li>Any IP Office Platform</li> </ul>	<ul style="list-style-type: none"> <li>Any IP Office platform with R2.0 or higher</li> </ul>
<b>User Requirements</b>	<ul style="list-style-type: none"> <li>Ethernet attached PC; Pentium 266Mhz with 64MB RAM; 50MB free disk space min. (sound card if audio required)</li> <li>Windows 98/NT4/2000/XP with TCP/IP Networking</li> <li>Optional Internet Explorer 6.0 or above for Conferencing Center integration</li> <li>Optional Microsoft Outlook 98/2000/2003/XP, Act! 2005, Maximizer 8.0 and Goldmine 6.7 for contact management integration</li> <li>Any IP Office telephone</li> <li>Hands-free operation available with supported 2400/4400*/4600/5400/5600/6400/series phones</li> </ul>	<ul style="list-style-type: none"> <li>Multi-media PC; Pentium 400 MHz (700 MHz recommended) or above with 128 MB RAM min.</li> <li>Windows 2000/XP</li> <li>Speakers/microphone (USB headset, USB headset or soundcard)</li> </ul>	<ul style="list-style-type: none"> <li>Ethernet attached PC; Pentium II processor 400Mhz or higher with 64MB RAM (or higher as specified by Windows version); 1 GB of free disk space (plus sound card if audio features required)</li> <li>Windows 98/NT4/2000/XP with TCP/IP Networking</li> <li>4 SoftConsole applications run per system max. (license controls number of simultaneous users)</li> <li>Any IP Office telephone</li> </ul>

Feature Detail	Phone Manager Lite	Phone Manager Pro/PC Softphone	SoftConsole
Inbound & outbound call handling/Phone call control/Configure phone preferences/Configure keyboard short cuts/CLI (ANI)-Name display/Call history log (in, out, missed, messages)/Conference Control Display	Yes	Yes	Yes
Speed dial management/Busy Lamp Field/BLF (via speed dial)	Yes - 15 max	Yes	Yes
Multiple Speed Dial tabs (to group BLF icons)	No	Yes - 10 max	Yes
Microsoft Live Communications Server (LCS) Integration with Instant Messaging	Yes	Yes	No
Compact mode	No	Yes	No
Local phone directory	No	Yes	Yes
Separated incoming/outgoing call log	No	Yes	No
Collect new voicemail messages	Yes	Yes	Yes
Voicemail box control (Intuity and IP Office modes)/Personal Distribution List set up (Intuity mode)	No	Yes	No
Incoming call scripting/Time on call/Door opening control	No	Yes	Yes
Queue monitoring	No	Yes - 2 queues	Yes
Conferencing Center action buttons	Yes	Yes	No
'Screen pop' contacts (Outlook, Goldmine, ACT! and Maximizer)	No	Yes	No
Simple Outlook contact record creation	No	Yes	Yes
Agent Mode	No	Yes	No
Distinctive Ringing (WAV file)	No	Yes	Yes
Post Connect dial (sending DTMF whilst connected to another party)	Yes	Yes	Yes
VoIP mode (to run as an IP softphone)	No	Yes	No

\*Regional availability.

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